GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2432
ANSWERED ON:30.11.2016
Malfunctioning of PRS System
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Will the Minister of RAILWAYS be pleased to state:

(a) whether complaints have been received regarding 'allotting one seat to two persons' due to lacuna in PRS system in Railways;

(b) if so, whether the Government has ascertained the reasons thereof and if so, the details thereof;

(c) whether such an incidents had taken place in the past also; and

(d) if so, the manner in which the recurrence of such incident had taken place?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (d): No complaints of "Allotment of one seat to two persons" have been received. However, some cases of duplicate allotments have come to notice during September and October, 2016 after release of new software functionality "Utilisation of vacant accommodation" on 29th September, 2016. Such problems occur due to software bugs etc. on rare occasions, when major changes are done in PRS software. Due to this software utility release total of 32 cases were reported in September, 2016 and 30 cases were reported in October, 2016.
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